

Age Friendly Darebin Final Recommendations

With officer advice - 22 July 2019

Appendix A

Rec. No.	Topic	Recommendation from Review Panel <i>(Note: any changes from draft recommendations are marked up)</i>	Officer comment	Officer recommendation to Council
1	Assessment/ My Aged Care	While the Australian Government continues to provide block funding for CHSP services to DCC, and until the full extent of new arrangements for Assessment Services is made clear, DCC should continue to provide Regional Assessment Services (RAS)	Currently, the Commonwealth contracts the Regional Assessment Service to the Victorian government, and the State Government sub-contracts to local councils. Council has already resolved to continue providing assessment services while block funding continues. However, the federal government's current advice is that it will proceed to create a new unified national assessment service, effective July 2020. A tender is likely to be released in coming months. Council has been exploring possibilities for tendering and is also encouraging the Victorian government to continue its role.	Accept
2	My Aged Care	Until, and possibly beyond, the time when the full extent of new arrangements under the Australian Government reforms are made clear, DCC should gather intelligence and case studies highlighting both strengths and weakness of existing practice to inform baseline performance requirements of the new arrangements.	We can collect data from our own clients about people's experiences of Council's services and of My Aged Care. We can also collect feedback from the broader community about their experiences of My Aged Care, and other service providers. This data may inform our own service improvement and Council advocacy efforts.	Accept
3	My Aged Care	DCC monitors: (a) demand and supply trends for MAC across the broader catchment area than just the Darebin LGA; (b) the impact of the functional separation ('Chinese walls') between assessment and provision of CHSP; and (b) the impact of MAC processes on clients, for example, time from referral to response by a provider, or if clients are left without a response.	My Aged Care does not currently release data referred to in recommendation 3(a). More systematic collection of feedback about My Aged Care would assist Council advocacy.	3(a) Accept, subject to My Aged Care providing data 3(b) Accept

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4	CALD community	DCC works closely with CALD communities, seniors' groups and providers to build their capacity to effectively support older people from their communities	Staff will develop a Senior Citizens Groups Action Plan that will, among other things, plan to build the capacity of CALD community groups. This will be reported on in the formal progress reporting to Council of progress in implementing the Age Friendly Darebin recommendations. The first implementation report to Council will be in February 2020.	Accept.
5	Performance targets re CALD in programs	DCC sets performance targets for the number of people from specific CALD communities participating in programs, including My Aged Care, for older people.	<p>The first Age Friendly Darebin implementation report will be in February 2020 and will include performance targets for Council programs for older people including Aged and Disability programs, and Recreation & Libraries.</p> <p>As My Aged Care does not release relevant statistics allowing us to track CALD participation in My Aged Care, Council could seek to understand CALD participation in My Aged Care through the Darebin Community Survey or through additional Council-run surveys.</p>	Accept, noting that data for My Aged Care may not be available.
6	Aboriginal and Torres Strait Islander MAC participation	<i>DCC conduct targeted work aimed at improving the current rates at which eligible indigenous residents are engaged in assessment and connected to recommended aged care services. This should include targeted and culturally appropriate information, navigation and support for Aboriginal and Torres Strait Islander carers and older people to assist them access the aged care services that are available to them. Alongside Aboriginal and Torres Strait Islander specific services, mainstream services must be encouraged to provide culturally informed services to Aboriginal and Torres Strait Islander residents</i>	<p>The future of Council's assessment service is uncertain after 30 June 2020, due to planned Federal Government changes.</p> <p>However, if the proposed new Darebin navigation and social inclusion service is approved, this could include targeted promotion and engagement with the Aboriginal community with the goal of seeking to increase the rates of Aboriginal and Torres Strait community members accessing the My Aged Care system.</p>	Accept.

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7	Advocacy to MAC re Aboriginal and Torres Strait Islander	<i>In consultation with local Aboriginal and Torres Strait Islander people , DCC identifies both good and bad practice in responding to the needs of older Aboriginal and Torres Strait Islander people and communicate this to the Australian Government to improve practice guidelines for My Aged Care, specifically in delivering services to Aboriginal and Torres Strait Islander residents of Darebin</i>	This would support and add to Council's advocacy.	Accept.
8	Aboriginal and Torres Strait Islander MAC participation	DCC conducts targeted work aimed at improving the current rates at which eligible Indigenous residents are engaged in assessment and connected to recommended aged care services. <i>DCC should consider providing support, such as respite trips or retreats, for community elders who are carers, while providing support for the people they care for.</i>	This is a new recommendation based on the Panel's meeting with Elders after the initial draft report. Council could work towards providing respite retreats for elders who are carers in 2020/21.	Accept
9 <i>(new)</i>	<i>Aboriginal and Torres Strait Islander MAC participation</i>	<i>Given that Darebin is a hub for older Aboriginal and Torres Strait Islander people it is important there is a dedicated meeting space within the municipality. It is recommended that Council, in consultation with Aboriginal and Torres Strait Islander elders, investigates creating such a space that services could provide outreach to.</i>	This is a new recommendation based on the Panel's meeting with Elders after the initial draft report. This would be a long term goal potentially requiring substantial investment and/or reallocation of existing spaces and would need to be investigated. Advice will come back to Council in 2020.	Investigate further
<i>(formerly 9 now obsolete)</i>	Continue Services while Block funded	While the Australian Government continues to provide DCC with the block grant for CHSP, DCC continues to deliver CHSP services		--

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10	Continuous improvement of services	DCC commits to continual improvement of service effectiveness and impact including maximising independence, socialisation and inclusion, through consultation and co-design with older people	<p>A Service Improvement Plan (a living document) will be prepared to plan improvements to existing aged care services with particular reference to maximising independence and social inclusion. The Plan will be presented to Councillors in February 2020, and will include co-design of at least one service initiative, to be initially implemented and assessed via a trial.</p> <p>Note: consideration of improvements and additions to the meals service will take place in coming months, with a Councillor briefing and potentially a Council report later in 2019.</p>	Accept.
11	Client skill building	DCC focuses domestic assistance on building the older person's confidence and capability to perform everyday tasks, with workers undertaking tasks that are beyond the capacity of clients.	This will form part of the Service Improvement Plan, to be presented to Councillors in February 2020.	Accept.
12	Personal Care on Weekends	DCC considers providing personal support services on weekends.	This will form part of the Service Improvement Plan, to be presented to Councillors in February 2020.	Accept

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13	Phase out Respite Services	DCC closely monitors demand for respite with a view to phasing out delivery of respite funded through the CHSP while either (i) offering respite through HCPs (option 2); or (ii) confirming that other providers are available to respond in a quality and timely way	<p>Darebin's flexible respite service provides a daytime support service for carers of clients needing assisting support. It also provides one-on-one structured activities to give clients a social experience. Usually this is for maximum 4 hours per fortnight.</p> <p>Client numbers for this service at Darebin have reduced; nonetheless in 2017/18 we had 138 clients for this service.</p> <p>Given that block funding is continuing until at least 2022, winding up this service would be inconsistent with the previous Council resolution to continue CHSP services while block funding is in place.</p>	Not accept. Continue to monitor demand for respite services and regularly review.
14	Redesign Meals	DCC's meals service is re-designed to: a. further emphasise assisting older residents to prepare their own meals and to share meals; b. provide meals that better match the dietary and cultural preferences of residents; c. consider the addition of alternative providers, including the recent growth of home delivery services from a wide range of culturally appropriate local food retailers; and d. increase the numbers of residents attending meals outside their home, possibly with expanded use of volunteers supplied by the proposed volunteer service.	<p>Currently, Council's meals service delivers meals Monday - Friday. Weekend meals are delivered in advance. In 2017/18 there were 412 clients across the year, and there were 30,818 meals provided.</p> <p>A new service model would <u>retain</u> the elements of the current model for those people who depend on it. But Council can redesign other aspects to 'add value' and better meet currently unmet needs - such as social inclusion, monitoring , support and skill building.</p> <p>Options for additions and improvements to the meals service will be developed for consideration by Council in coming months.</p>	Accept

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15	Social support	<p>DCC promotes Yanada House as an outstanding and unique social support program for older people with dementia and tries to build up numbers to ensure viability.</p> <p>Failing this, DCC ascertains the interest of other providers of social support groups in establishing a dementia group for the Yanada House clients</p>	<p>Yanada House provides group-based activities. Almost all clients of this service have dementia and would probably transfer to Home Care Packages in time. There are currently 77 clients of Yanada House. Yanada House services are highly valued by clients and their families and could potentially be part of a trial of Darebin Council offering services to Home Care Package recipients.</p>	<p>Accept, as part of a marketing plan to be developed for all Darebin Aged Care Services.</p>
16	Community Transport	<p>DCC focuses on ensuring community bus availability is more fully utilised by:</p> <ul style="list-style-type: none"> a. building up demand; b. increasing flexibility in routes; c. exploring the possibility of using newly available digital network tools to enhance door to door responsiveness and availability. d. encouraging the use of community transport by older people living in boarding and rooming houses, public housing and from other vulnerable groups, and in more disadvantaged parts of Darebin, to broaden the group of older people who know of its availability and how to access it. 	<p>This will be part of the Service Improvement Plan to be developed. The changes can include social inclusion components .</p>	<p>Accept.</p>
17	Home Maintenance	<p>In addition to its own provision of home maintenance services, DCC investigates establishing a panel of local trades people who would be willing to undertake more extensive work than DCC provides.</p>	<p>This would have community benefit, but there are risk and compliance issues still to be resolved. This proposal will be further investigated and reported back to Councillors.</p>	<p>Investigate further.</p>

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18	Gardening	DCC provides a gardening service which includes mowing plus a focus on DCC staff working alongside older people to garden	<p>A gardening service would assist people to live well in their homes; it would likely be extremely popular and, depending on the service model, would therefore potentially require very significant resources. There are different options that could be considered ranging from a professional gardening or mowing service, to a volunteer program, to a program to connect neighbours to help each other.</p> <p>An investigation of the options will be considered at a Council meeting in coming months. In the meantime, it is proposed that money be put aside in order to implement a new service or trial a new service during 2019/20.</p> <p>Note: there is currently some very limited gardening (eg pruning back of overhanging branches) done occasionally as part of the existing Darebin home maintenance service.</p>	Consider options for a lawn mowing and gardening service at a Council meeting later in 2019.
19	Nature Strip Mowing	DCC provides nature strip mowing and a trimming service for overhanging trees and bushes as these can be risk hazards for older people walking and wheeling on footpaths.	See comments for recommendation 18 above.	Consider options for a lawn mowing and gardening service at a Council meeting later in 2019.

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20	Home Care Packages	<p>While the block funding continues from the Australian Government for CHSP, DCC positively investigates the feasibility of providing HCP Levels 1-4 by DCC developing a detailed business case and operating model for a HCP service. Reputational risk associated with DCC applying high client fees and service costs should be explicitly addressed in the business case. <i>DCC to continue CHSP and consider the feasibility of expansion into the delivery of HCP services to enhance continuity of care of clients.</i></p>	<p>Darebin does not currently usually provide services to people with Home Care Packages. Staff are currently exploring a trial of Council providing services to clients in Darebin who have home care packages, in partnership with a not-for-profit home care package provider.</p> <p>A trial could commence during 2019/20, and could also collect data on client experiences of transitioning from CHSP to packages. This could also inform the proposed navigation support and social inclusion service.</p>	<p>Investigate trial to start in 2019/20 of providing services to Darebin residents with home care packages.</p>

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21	Social Inclusion Services	<p>If block funding by the Australian Government for CHSP is discontinued, DCC discontinues CHSP service delivery, does not provide Home Care Packages and implements Option 4, including supporting current clients through their transition to an alternative provider. <i>DCC to pilot a social inclusion program while addressing older people's navigation and utilisation of Aged Care system-related risks.</i></p>	<p>It is proposed that this program be part of a new Social Inclusion & Aged Care Navigation Support Service. This would include:</p> <ul style="list-style-type: none"> • Volunteer program, providing social visiting • Professional advice and assistance on navigating My Aged Care and systems supporting older people, eg home care packages. <p>Proposed components to be funded in 2019/20:</p> <ul style="list-style-type: none"> • Establishment of volunteer program (policy development, staffing coordination, volunteer recruitment) • Program of coordinated social visits by trained volunteers • Navigation service, staffed by trained staff with expertise in My Aged Care and knowledge and understanding of local support services. <p>The service could start on a relatively small scale in 2019/20 with a pilot program, and if Council wishes to continue, expand in 2020/21.</p>	Accept
22	Social Inclusion Services	<p>If the Commonwealth Government ceases funding DCC with a block grant for the delivery of CHSP, DCC to commence a trial of Social Inclusion Service when resource availability permits, by redirecting its own source revenue; and redeveloping roles and responsibilities to utilise Assessment officers and community support workers discontinuing delivery of Regional Assessment Services; and providing new roles for assessment officers and home support workers in delivering a monitoring and social inclusion service.</p>	<p>See comments for recommendation 21 above.</p>	Accept, with a trial to commence in 2019/20.

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23	Volunteer Service	DCC provides a volunteer service to support the social inclusion service with more intense engagement where needed: <ul style="list-style-type: none"> • the volunteers would not replace paid workers, rather social inclusion workers call in volunteers as needed to provide more intense and informal contact; • the volunteer service would include older people as volunteers for isolated older people. 	See comments for recommendation 21 above.	Accept, with a trial to commence in 2019/20.
24	Thin Market services	Alongside the Social Inclusion Service, DCC continues to provide its own directly funded services where there is a risk that vulnerable CHSP clients may not be able to access necessary services for ageing in place due to 'service holes' or 'thin markets' for example: delivered meals and home maintenance (including gardening)	Council has already resolved to continue providing all current CHSP services while federal government block funding is in place.	Accept, as per previous resolution
25	Landlord Concessions	DCC examines schemes that give private landlords rate concessions for charging moderate rents to low income older people.	Legal advice has been obtained which suggests that this may be legally possible in some circumstances. This will require further investigation.	Investigate further.
26	Expand Social Housing	DCC considers purchase of additional land or alternative use of its own land to partner with potential social housing providers or with the Office of Housing to expand the volume of fully accessible public and community housing stock to be offered to older people who are homeless and/or older people living in Supported Residential Services (SRS) or rooming houses.	<p>Council already has a project to commission affordable housing at Town Hall Avenue, and also to identify other sites for affordable or social housing.</p> <p>Council could choose to change its policy so that potential new affordable housing developments could actively include older people, rather than focusing on addressing disadvantage generally. This would be a change in approach. It will be investigated as part of the development of an Affordable Housing Statement, which will then be presented to a Council meeting for consideration.</p>	Consider as part of the development of an Affordable Housing Position Statement, to be developed in 2019/20.

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27	Advocacy Private Dwelling Access	DCC renews its efforts to advocate hard for a minimum regulation for private dwelling accessibility so that there is more accessible rental stock for frail older people	Council could advocate for minimum accessibility regulations to be triggered when a dwelling is renovated. It would be likely that long-term advocacy to the State Government may be required.	Accept
28	Planning Advocacy	DCC updates its approach to access in its planning requirements by: a. reviewing existing tools/levers in the planning scheme that could be used to encourage/require accessible features in housing; b. developing additional tools and resources to support developers; and c. implementing liveable housing guidelines similar to Banyule City Council.	Council staff are currently developing a Darebin Accessible Housing Background Paper which will consider guidelines for mandating and/or encouraging accessible features in new housing. The Active and Healthy Ageing Advisory Board has been consulted at its June 2019 meeting. The development of the Housing Strategy should also take account of this recommendation.	Accept

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29	Policy and Advocacy affordability and access	DCC adopts a policy position and advocacy commitments similar to the City of Whittlesea: • “That every person has a right to affordable, adequate and appropriate housing to enable their participation and sense of belonging in community life.” • Commitment 1: State-wide planning measures should be adopted that mandate and incentivise Social and Affordable Housing (Victorian Government). • Commitment 2: All new social housing dwellings should be required to comply with the Liveable Housing Design Guidelines Housing (Victorian Government). • Commitment 3: Take action to break the cycle of homelessness by adequately investing in the housing and homelessness sector to assist people across all life-stages (Victorian and Australian Government). • Commitment 4: The National Rental Affordability Scheme should be reinstated (Australian Government).	This will be incorporated into the affordable housing position statement which will be developed, for consideration at a Council meeting in 2019/20.	Accept, with a Affordable Housing Position Statement to be developed for consideration by Council.
30	Mobility equipment loans	DCC establishes a Mobility Equipment Loans Scheme (similar to a Toy Library), in partnership with a Non-Government Organisation (NGO) expert in disability equipment.	Need further investigation of the demand and need in Darebin for this service. There are existing local equipment options locally available through Austin and Northern Health, plus equipment loan schemes available outside Darebin (eg Travellers Aid, Yooralla). A mobility equipment loans scheme would be a significant new Council run service. Council could instead promote existing services and monitor service gaps.	Investigate further.

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31	Refurbish mobility equipment /volunteers	DCC examines the feasibility of donated and recovered mobility equipment being restored by using a volunteer program established with a Men’s Shed, also including older people.	This can be investigated as part of the investigation of a mobility equipment loans scheme (recommendation 30).	Investigate further.
32	Home Modification social enterprise	DCC examines the opportunity for facilitation of a start-up home modification social enterprise, connected to a Men’s Shed and/or TAFE and supported by local businesses in a community business partnership.	Further investigation is required and it will be considered in conjunction with recommendation no. 17 (Panel of Trades). This would likely be considered for implementation in year 2, 2020/21.	Accept.
33	Hoarding/ Squalor	DCC considers the extent of services for people living in squalor, particularly considering older people living in rentals and boarding and rooming houses, as well as home-owners, and develops an appropriate response with existing providers.	There is existing work being undertaken by an internal Council working group that addresses this recommendation in part. Referral pathways and resident support would also be enhanced by establishment of the recommended Social Inclusion and Aged Care Navigation Support Service.	Accept
34	Responses to extreme weather	DCC adds to its monitoring of CHSP clients during heatwaves by also monitoring those at risk on extreme cold days, especially focusing on homeless older people.	Darebin currently monitors Council's CHSP clients at risk on hot days. This will be extended to include cold weather responses. Extending monitoring to people who are <u>not</u> clients could potentially be done through the proposed new social inclusion and navigation service support service.	Investigate through a trial.

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35	Safe from Crime	DCC formalises a program to collaborate with local police to improve older peoples' awareness of common at-home risks.	DCC already has formal points of collaboration and existing relationships with police and other stakeholders, including the Community Safety Reference Group. Council should work to increase the focus on older people to help them feel safer at home and more connected in their neighbourhoods. This will be reported on in the regular Age Friendly Darebin implementation reports.	Accept
36	Neighbourhood Watch	DCC partners with Victoria Police to reinvigorate Neighbourhood Watch to have a particular focus on older people	<p>Staff advice is that Neighbourhood Watch is not an effective approach for Council . Recommendation 35 should instead address this issue.</p> <p>Darebin Council currently engages in community development in neighbourhoods where community safety concerns are prevalent among older people. This is to build greater community connections across generations, either directly or by supporting other organisations.</p> <p>A community development framework is more appropriate, rather than a Neighbourhood Watch model. This can include older people in activities that make people feel safer – through building community connections. Safety programs should be tailored to the issues perceived in the neighbourhood and seek inclusion not exclusion.</p>	Not accept, however pursue this outcome through Recommendation 35.

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37	Home Share/Co-housing	DCC facilitates the establishment of a Darebin Home Share and co-housing program in partnership with an NGO with established home share systems and processes	<p>Home Share Pilot schemes are occurring in Sydney (two Councils and an NGO) and in Adelaide (a research project matching older persons into share accomadation). City of Port Phillip were investigating with Launch Housing - as a solution to people at risk of homelessness, however the model did not proceed.</p> <p>Staff suggest that Home Share be investigated further in 2020 in the light of results of the pilot schemes.</p> <p>Co-Housing would be a major new project with very significant challenges - for instance of new developments, where a number of homes have a mix of private space with shared communal amenities.</p>	Investigate Home Share further
38	Home Share/ Co-housing	DCC markets and promotes Home Share and co-housing to older people via social inclusion workers and community organisations.	See Recommendation 37.	Investigate Home Share further
39	Home Phone Engagement	DCC explores establishing a Home Phone Engagement Scheme with a NGO partner for social engagement on the phone for isolated and/or housebound residents.	Investigate and pilot volunteer program as part of a proposed trial of a Social Inclusion and Aged Care Navigation Support Service and volunteer program.	Accept
40	Walking and Wheeling groups	DCC develops a walking (and wheeling) group program to facilitate groups of older people, including older people in public housing, boarding and rooming houses as well as those using walking frames and wheelchairs	This will be informed by the recommended group/club mapping exercise in Recommendation 70. it could encompass joined up walking networks in partnership with Neighbourhood Houses, Community Health services etc.	Accept.

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41	Older People Open space audit	DCC establishes the Older Peoples' Open Space Audit Advisory Team made up of older volunteers who would be willing to participate in regular audits with DCC staff to consider footpaths, seating, toilets, bus and tram shelters and lighting.	<p>This would be implemented as a panel of older people trained in place audits, safety and accessibility requirements. This would provide a pool of residents to draw from, with the pool to be recruited to intermittently.</p> <p>The panel of people could contribute to select projects each year so as to fulfil the 'age lens' on funded projects (or in specific locations). The timing of the involvement of the audit team within each project will need to be managed so as to enable expectations (of the audit team) to be achievable. Funds and capacity would need to be budgeted for 2020/21 so that place-based audit recommendations could be implemented.</p>	Accept
42	Walking redefined and embedded in policy	DCC adds the word 'wheeling' and the disability symbol into all of its walking policies, strategies and projects in order to normalise 'walking' with a walking frame, in a wheelchair or on a mobility scooter, and ensure that people who use mobility equipment are included in walking strategies.	Walking and wheeling' can be inserted into relevant strategies, and where appropriate mobility graphics can also inserted into design.	Accept

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43	Footpaths PPN	DCC introduces an additional footpath category into the Principal Pedestrian Network (PPN) that addresses access for older people. This additional category should: a. be based on the location of older people's homes and their daily needs including access activity and recreation centres, health and community services, parks, clubs, public transport and shopping; b. have a higher inspection frequency than the current 'Other' category (i.e. 12 months); c. provide a mechanism to allocate targeted funding to address priority renewals (i.e. additional to the footpath renewal budget); and d. identify footpaths and roads to be prioritised for renewal in order to construct appropriate ramps across curbs and gutters (i.e. pram crossings)	<p>The Darebin Principal Pedestrian Network is based on weighted heat mapping of journeys between homes, employment origins and 14 key destinations, including public transport stops, shopping areas, community and health facilities and parks and open space. Council investment is based on a number of criteria, including likely pedestrian volumes and safety issues, to deliver the level of service identified in the Walking Strategy. The level of service for older adults will generally be improved through the investment program, which will support access for all age groups, but especially older and younger pedestrians as vulnerable users.</p> <p>Based on census data, the locations of highest concentrations of older adults in Darebin do mostly have PPN routes accessing them. However they might not provide the fine grained network that would be ideal, and in a few cases they are not on PPN routes. A possibility might be a new Aged Friendly walking infrastructure funding stream, similar to the existing schools focused stream.</p>	Investigate future Age Friendly infrastructure funding scheme for the Principal Pedestrian Network, subject to budget allocation in 2020/21.
44	Toilet location (planning)	DCC ensures that the location of new toilet facilities (which should all be fully accessible to people in wheelchairs) is informed by the location of older people's homes and their daily needs including access activity and recreation centres, health and community services, parks, clubs, public transport and shopping. In particular, the location of new toilets should be integrated with the proposed new Older Person category of PPN discussed above.	For consideration as part of open space planning and other planning involving consideration of new toilet facilities.	Accept

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45	Toilet (operations)	DCC ensures that public toilets, including accessible toilets be open, at a minimum, for use during daytime.	Some toilets within sports grounds that are attached to sports facilities are closed during daylight hours and are open only when sports clubs are in attendance. To open them daily will have budget implications including opening/closing and cleaning. Opening these toilets on a 7-day per week basis would cost approximately \$100K p.a.	Consider as part of budget process for 2020/21.
46	Pedestrians (planning)	DCC ensures that pedestrian crossings be well signed, clearly marked, plentiful and well positioned to prevent older people from taking risks crossing roads, most particularly in more disadvantaged pockets of Darebin.	Two new crossings are scheduled for 19/20 in line with existing strategies. These factors are already taken into account through existing transport planning and engineering practices.	Accept
47	Pedestrians (planning)	DCC ensures that traffic lights be positioned in high traffic areas and have mechanisms to slow them down so that older people can walk across the street safely.	This is in line with existing strategies. A pedestrian crossing gap analysis was conducted and endorsed by Council in 2017, with the priority list referred for future funding.	Accept

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48	Pedestrians (planning)	DCC ensures that pedestrian crossings are brought into alignment with the new Older Person category of PPN to create a seamless safe walking network.	This will be covered as part of the PPN response above - as per Recommendation 43	Investigate future Age Friendly infrastructure funding scheme for the Principal Pedestrian Network, subject to budget allocation in 2020/21.
49	Water Fountains	DCC ensures that water fountains be available and easy to use in all open spaces and along walking paths.	This should be a Council goal but will be an ongoing challenge. Additional water fountains were funded in 2018/19. Water fountains are considered as part of master planning and park and street upgrades but there is no overarching water fountains strategy. Can also be looked at by Older person's Audit advisory team (as per Recommendation 41).	Accept
50	Street seats	DCC ensures that street seats are sufficient in number and are well- positioned on walking routes for older people to be required to walk for no more than 0.5 km before being able to have a seat.	This should be a Council goal but will be an ongoing challenge. Seating is considered when site specific master plans or projects occur. There is currently no overarching seating strategy. Can consider budget allocation for a new seating program and consider budget allocation 20/21. Long-term funding would probably be required to meet the 0.5km goal.	Accept
51	Recreation, seating and inclusion	DCC ensures that in parks and gardens and other recreation spaces, seats are plentiful and grouped to encourage conversation and exchange.	This is important where the local context supports it and will be implemented gradually through planned open space renewal works.	Accept

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52	Seats	Street seats have backs rather than benches.	Guidelines will be developed which require backs on street seats, except for in special circumstances.	Accept
53	Lighting	DCC refers street lighting, particularly in relation to risk of falls and personal injury, to an Older Person Open Space Audit Advisory Team.	See Recommendation 41	Accept
54	Open Space	A specific section of Darebin's Open Space Strategy be developed with the aim of increasing older peoples' usage. The development of this strategy should involve older people as the lead advisors	Older people have been involved in consultations. The draft Open Space Strategy has looked at open spaces being as accessible as possible for all users. Draft strategy wording will be updated so as to be made more explicit.	Accept
55	Recreation/exercise equipment	DCC explores the possibility of permanent games and exercise equipment for older people as part of this targeted strategy aimed at older people.	This will be considered in future open space planning.	Accept
56	Open Space	Open space planning is informed by the location of older people's homes and their daily needs including access to activity and recreation centres, health & community services, parks, clubs, public transport and shopping.	Open space planning needs to be informed by all user needs. This must include older people and the needs identified in this recommendation.	Accept
57	Dogs in parks	DCC takes into account risks and benefits to older people in any future reviews about the rules relating to dogs in open spaces.	This will be considered in any future reviews.	Accept

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58	Accessible Community Facilities	DCC's next infrastructure audit: • undertakes a comprehensive access audit of all Council facilities; • develops a priority list to address the access issues as identified above; • allocates adequate recurrent funding for annual minor works that should not be less than \$50,000; and • considers an appropriate and feasible timeframe to ensure that all DCC facilities are accessible for the current generation of older people.	Council's previous building condition audits include review of compliance with building accessibility standards. The building renewal budget, which is \$6 million in 2019/20, funds (among other things) progressive accessibility upgrades for Council's buildings. A timeline for achieving compliance at all buildings will be developed.	Accept
59	Public Transport	DCC undertakes a strategic piece of advocacy in conjunction with other Councils, targeting the State Government's unrealistic timelines for making public transport fully accessible for the current generation of older people.	Consistent with Council plan and current advocacy activities.	Accept
60	Training - Public transport	DCC provides public transport familiarity training opportunities for older people.	Staff report past trials have been conducted with limited success. Opportunity could be to either collaborate with an organisation providing similar training such as Travellers Aid, or for Council to run sessions as part of a program with social connection goals as well.	Investigate further.
61	Public Transport (advocacy)	DCC consults with the State Government on the development of an implementation plan to ensure adequate provision of bus and tram shelters	This is supported as an advocacy measure.	Accept - Council will advocate to the State Government
62	Seating - Public transport	DCC ensures that seating at bus and tram stops is consistent with recommendations in relation to a seamless, safe and accessible walking network for older people.	This is supported as an advocacy measures.	Accept - Council will advocate to the State Government

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63	Seniors' Driver Education	DCC arranges for regular 'driving brush up' courses for older people to be provided with driving instructors as a way of lowering risk.	Already in existence at Darebin, with programs run twice annually with RACV.	Further promote existing programs available
64	Car Parking	<p>DCC expands the number of non-regulated parking places close to senior citizens centres, considering a range of more innovative approaches to meet older people's need for parking, for example:</p> <ul style="list-style-type: none"> • Creates drop-off/pick-up parking zones for older people in front of services older people frequently use; e.g. health services, shopping centres, seniors' clubs, sport and community groups; • Allocates parking for older people at designated times: • Works with business owners/traders' associations to allocate parking for older people at the rear entrance of shops (i.e. where staff park or for non-delivery times) • Links with volunteer driver or develop 'Uber local' for pick-up and drop-off (this could also be considered as possible economic development activity); • Advocates for free public transport for older people in off-peak periods; and • Includes drop-off/pick-up drive throughs as a requirement in the design of new developments or redevelopments. 	<p>There is no current mechanism to have parking spots allocated for older people only - this would be unenforceable.</p> <p>Additional car spaces at Seniors Centres or changes to parking restrictions near Seniors Centres will be considered on a case by case approach (that is, a local approach).</p> <p>Advocating for free public transport for older people may be a possible position for Council but would need to consider other disadvantaged groups as well.</p> <p>Developing an Uber Local program is not supported.</p> <p>Council will be reviewing its community transport service as part of the Service Improvement Plan.</p>	Defer for further consideration.

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65	Community Transport (vulnerable cohorts)	DCC encourages the use of community transport by older people living in boarding and rooming houses, public housing and from other vulnerable groups and also in more disadvantaged parts of Darebin, to broaden the group of older people who know of its availability and how to access it.	This will form part of the Service Improvement Plan.	Accept.
66	Information Project	DCC establishes an ongoing Older Peoples' Participatory Information Project.	This should be targeted at improving or transforming particular information resources (eg Older and Active in Darebin newsletter, or the Living in Darebin guide). This could be set up as an ongoing group or alternatively participatory panels could be established for each specific project.	Accept - subject to the Advisory Committees Review
67	Information Advisory Group	DCC establishes an Information Advisory Group of older people, including representatives from all vulnerable groups.	Prior to establishing a new advisory group consider the framework and criteria as the result of the advisory committees review.	Accept - subject to the Advisory Committees Review
68	Support access to Information (volunteers)	DCC considers using volunteers from the proposed volunteer service at libraries to assist older people to fill in online and paper forms and applications – regular weekly sessions could be trialled.	This can form part of the trial design of the recommended Social Inclusion, Information Navigation, Support and Volunteer Service. This service could extend its volunteer service offering to assist residents with filling out forms. This service could potentially complement existing programs in libraries, such as the Justice of the Peace sessions. The trial would start in 2020.	Accept

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69	digital access and capacity	DCC takes a systematic approach to ensuring that digital opportunities are extended to vulnerable older citizens who are currently excluded. This includes: • supply of basic equipment such as iPads; • supporting Neighbourhood Houses to develop mobile training and equipment for house-bound older people; • developing robust outreach programs to encourage those who are able to attend to come into a wide range of community groups for flexibly timetabled digital learning opportunities; and • courses to be provided in more disadvantaged parts of Darebin and tailored for diverse needs that may include social media, communication such as Skype or email or for those who want to find information online.	There are existing digital opportunities offered through libraries that address some of the needs of older residents. Future initiatives would be best guided by a clear understanding of the practical needs and preferences of this target group. For example, would some people prefer to have transport assistance to participate in existing/new programs? As technology changes rapidly, program offerings are required to be regularly reviewed and tailored to changing community needs. Needs analysis would also be informed by the mapping exercise suggested in Recommendation 70.	Accept, with the development and implementation of digital strategy as part of the overall Library strategy and subsequent action plan.
70	community capacity building/social inclusion	DCC pilots a model in more disadvantaged pockets of Darebin that enables a council worker to run social activity programs for older people, with the aim of developing local ownership and governance, so that ultimately the program turns into a senior's group with its own local ownership, control and governance rather than remaining as a service offering.	Existing Council programs have a presence in areas of lower socioeconomic status directly and through partnerships, using a range of models to support communities and groups. For example through co-design, information provision, the social food project, and other resourcing. These existing projects do not generally have a goal of developing a stand-alone independent community group. For future development to be most effective, it would need to be based on evidence of needs and what is currently available in local neighbourhoods. This would enable determination for example, of whether local partners are already involved and who may be best placed to deliver these programs via neighbourhood based work, or other courses of action.	Investigate initially through mapping groups and activities against geographical concentrations of low SES.

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71	community development/clubs and groups	DCC develops and facilitates an Older Persons Community Group Network of all older peoples' community groups for learning and knowledge exchange, with participation by all Presidents of older peoples' community groups.	This is one of several recommendations about seniors' groups and clubs. (Recommendations 4, 40, 70, 71, 80, 81, 84, 85.) The proposed Seniors Groups Action Plan would address these collectively. Progress against the plan would be reported on as part of Age Friendly Darebin reporting.	Accept
72	Spaces and co-location arrangements	DCC considers adding to the space available for older peoples' groups that would benefit from a permanent venue by: <ul style="list-style-type: none"> • identifying one larger DCC owned space that is little or unused and two smaller DCC owned spaces - with at least one of these being located in a more disadvantaged part of Darebin; • refurbishing the three spaces into numbers of offices/desks (sharing photocopiers etc.) and numbers of large meeting and activity spaces - enough so that groups can schedule many more activities; • some of the larger community organisations such as University of the Third Age (U3A) could have branches in the co-shared spaces; • a lead organisation such as U3A or a Neighbourhood House should be identified and funded to manage the space as well as support the other co-tenant groups. 	This would be a longer-term goal. Potentially, rather than a new stand-alone facility this proposal could be incorporated into currently planned community facility developments (eg new intergenerational hubs planned in coming decade). Trialling co-shared spaces at East Preston Community Centre may also be a possibility in the shorter or medium term.	Accept

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73	Grants and intergenerational inclusion	DCC provides targeted grants for general community groups who are planning to include more older people by providing grants for: • adapted equipment for sports and recreation; • outreach to attract older people; • development of creative works with older people as lead participants.	This needs to be investigated further by review of data from grant applications and appropriate actions determined.	Investigate through trial in 20/21
74	Grants (New)	DCC makes small grants available to support new groups and activities, as well as to assist generic community groups to adapt and include older people. These grants should focus particularly on assisting community activities and groups in geographically disadvantaged areas of Darebin, <i>and groups, such as Matrix, that have not received funding to date.</i>	Current small grants criteria do consider disadvantage and place-based approach. Many groups for older people receive grants through Council's small grants scheme. There will be a future report to Council in October 2019 reviewing the application of the new grants process overall, and this recommendation will be considered in that report.	Accept, noting that this is already in place.
75	Events/co-design	DCC supports older peoples' events that encourage older people to lead festivals and event initiatives.	Incorporate as part of Arts Strategy - one which makes inclusion of older people systemic, focusing on intergenerational opportunities: 1) Aim for integration of seniors' creative work as part of Autumn festival 2020. Incorporate into Open Access program. Promote older people and groups to register their events and arts initiatives. 2) Aim for the Seniors Festival to have broader community engagement than it has had previously— so that Seniors Festival events are celebrating, not segregating, creative works for and by seniors. Funding will be required to implement this recommendation.	Accept, with a trial to occur in 20/21 subject to funding.

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76	Events, participation/inclusion	DCC develops a robust outreach strategy for festivals and events focused on including disadvantaged older people and ensuring that participation in the event is not limited to those 'in the know'.	Festivals and events currently have an extensive and inclusive range of promotion and participation approaches. Further investigation will look at barriers to access, and developing an appropriate response. Addressing barriers to participation may be achieved through the work of Social Inclusion, Information Navigation, Support and Volunteer Service. For instance, volunteers may accompany people to festivals and events.	Accept
77	Arts/funding	DCC provides certainty for multiyear funding for events to increase participation rates.	The Arts Strategy and the Festivals Framework provides strategic direction for events and festivals, but annual budget allocations are subject to annual budget process under the Local Government Act.	Note that annual budget allocations are subject to the annual budget process under the Local Government Act.

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78	Senior Citizens Clubs new funding model	<p>DCC develops a new model for funding senior citizens clubs, which should include consideration of:</p> <ul style="list-style-type: none"> • ceasing funding based on per capita membership; • providing a base amount to all groups for the running cost for the group - meetings, governance; <ul style="list-style-type: none"> • continuing to provide in-kind financial auditing and public liability insurance for all groups; • providing in-kind venues (and where requested office/desk); • directly subsidising bus trips, including procuring a bus charter; • ensuring that older people from vulnerable groups are included in club activities with targeted funding for specific activities; • funding (via application process) specific outreach activities and Darebin area focused membership drives, as well as activities in more disadvantaged pockets of Darebin; • looking for three locations to establish co-location spaces for interested senior citizens groups to be able to have office/desk space to establish as headquarters; • funding a lead organisation to undertake venue management, support, facilitation, mediation; • establishing clear expectations and outcome measures regarding outreach and inclusion of older people who are vulnerable and/or currently excluded. 	<p>The report identifies a number of ways that support for senior citizens clubs could be changed in order to add to community benefit. The report proposes changing the funding model for senior citizens groups in various ways and introducing more targeted funding. Currently, clubs are funded on a per-member basis.</p> <p>Some senior citizens groups are concerned about changing this model and further investigation is required.</p> <p>The recommendation also includes establishing three co-location spaces for senior citizens groups. This will require longer-term investigation of potential sites.</p> <p>Proposed changes would be included in the Senior Citizens Groups Action Plan which will be developed.</p>	Investigate as part of the development of the Senior Citizens Groups Action Plan

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79	U3A funding	DCC supports U3A with an annual DCC grant of a minimum of \$4,000.	This can be funded in 2019/20. Going forward in future years it can be considered as either part of the seniors groups' action plan, or incorporated into the community grants process in some way.	Accept for 2019/2020 subject to a funding agreement
80	U3A outreach	DCC provides targeted funding to U3A to reach out to older people in the community who do not know about U3A and/or may feel intimidated attending and to offer buddying and support for participation.	Investigate through a funded pilot program with U3A and/or other community groups, subject to negotiation and agreement	Investigate through a funded pilot program with U3a, subject to negotiation and agreement
81	U3A Lead organisation	DCC considers U3A as a possible lead organisation in the recommended co-located space for older peoples' community groups.	Investigate further as a long term goal. Possibly, the review of East Preston Community Centre governance and operation model could see opportunities for U3A. To explore with U3A and/or other community groups.	Accept
82	Transport and Men's Sheds	DCC provides community transport assistance to allow more men to attend a Darebin Men's Shed.	This will form part of the Service Improvement Plan.	Accept

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83	New Men's Shed	DCC considers establishing a new Men's Shed in Darebin, to promote geographic access, either co-located with a Neighbourhood House or at the proposed new co-located community hub (refer to Recommendation 72).	<p>There are two existing Men's Sheds- one at Your Community Health and the other at Alphington Community Centre. Span community centre also have a program called OMNI - Older Men New Ideas.</p> <p>The Your Community Health Men's Shed was not successful in its grant application to Council for 2019/20, due to strong competition for grants from community groups and services. Given the Age Friendly Darebin recommendation to expand the number of men's sheds, staff recommend that Age Friendly Darebin funding be used to support the Your Community Health Men's Shed in 2019/20, to avoid a reduction in services available.</p>	Accept, for investigation in the longer term.
84	Probus Outreach	DCC considers offering targeted funding to Probus Clubs to reach out to older people in the community who do not know about Probus and/or may feel intimidated attending and to offer buddying and support for participation.	Investigate through a funded pilot program with Probus and/or other community groups, subject to negotiation and agreement	Investigate through a funded pilot program with Probus, subject to negotiation and agreement
85	Carers Support Groups (diversity)	DCC considers commissioning Carers Victoria to partner with DCC in supporting the development of new Carers' groups for Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTQI), CALD and in other locations and communities that do not have carers groups.	<p>Carers Victoria has a model and program to support LGBTIQ carers, which could be delivered locally with Council support.</p> <p>Establishing need would be the first step and then a program could be developed.</p> <p>Note- there may potentially be a need for a stand-alone carers group to support carers who are both LGBTIQ and CALD, anticipating they will have unique and complex needs.</p>	Accept

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86	Grief Groups	DCC considers commissioning Compassionate Friends to partner with DCC to explore the benefits of trialling grief groups for older people experiencing grief from loss.	<p>There are existing programs run by agencies such as Australian Centre for Grief and Bereavement and Carers Victoria. Staff will seek to collaborate with Compassionate Friends or similar with a view to promoting their programs to the Darebin community.</p> <p>Council's new navigation support and social inclusion service would provide appropriate referral pathways for people in need of grief support.</p>	Accept
87	Neighbourhood Houses information	<p>It is recommended that DCC works with Neighbourhood Houses to undertake an audit and survey of older participants with a view to developing a specific Neighbourhood Householder Peoples' Inclusion Strategy. <i>DCC works with neighborhood houses and older people to develop a list and best method for information dissemination (dynamic - with in-built update mechanism) of low-cost and free programs, services and events that Darebin neighborhood houses run for older people.</i></p>	<p>This recommendation can be implemented in 2019/20 and could align with implementation of other recommendations to improve communication and information for older people.</p>	Accept

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88	Neighbourhood Houses Outreach	<p>It is recommended that DCC partners with the Neighbourhood Houses Network to establish an Older Persons' Neighbourhood House Inclusion Strategy Advisory Committee with membership comprising older people and representatives from Neighbourhood Houses and DCC. <i>DCC works with neighborhood houses and older people to identify best methods for outreach to older people who currently do not participate in neighborhood house programs and to assign shared responsibility for outreach.</i></p>	This is supported.	Accept.
89	Neighbourhood Houses Information	<p>It is recommended that DCC receives annual reports from the Neighbourhood Houses on activities undertaken to target support for older people and/or increasing the numbers of older people participants in Neighbourhood House activities. <i>In annual reports provided by neighborhood houses there is a request for information regarding specific activities and numbers of older people participating, and generic activities and numbers of older people participating.</i></p>	This is already in place and should continue.	Accept, noting that this already occurs

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90	Digital inclusion	DCC adopts the goal of enabling and encouraging older people from all income levels and backgrounds to bridge the digital divide and join online community groups and activities.	<p>Libraries already have a focus of bridging the digital divide and there is opportunity to strengthen this.</p> <p>Current library activities include workshops, provision of equipment for loan and use, computer accessibility software and assistive technologies.</p> <p>The Library will strengthen its digital support for seniors through equipment, advice and programs. This will be included in the new Library Strategy.</p>	Accept, to be incorporated into the forthcoming Library Strategy
91	Digital inclusion	DCC develops an online community group strategy, including an implementation timeline.	An action plan and implementation timeline will be developed.	Accept, to be implemented in the Senior Citizens Group action plan
92	Visiting library service	DCC funds the visiting library service to expand its support of homebound residents.	For additional functions or expansion of the Home Library Service budget would need to be considered.	Accept, subject to consideration in the 2020/21 budget
93	Libraries - age friendliness	DCC's new Libraries Strategy strongly considers the needs of older people particularly in terms of their residential location and geographical access.	The Library Strategy will address this.	Accept

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94	Volunteers	DCC establishes a Volunteer Program to provide the opportunity for older people and people of all ages to contribute to others in the community.	<p>The Social Inclusion and Aged Care Navigation Support Service will involve a pilot of a volunteer service. Volunteers could be trained to assist residents with basic My Aged Care issues, while also visiting regularly to provide social connection.</p> <p>The value of linking the volunteer service with the navigation and information service is to provide volunteer matching, oversight and support as clients' needs change.</p>	Accept, with a trial to commence in 2020 with the new Social Inclusion and Aged Care Navigation Support Service.
95	Volunteers	DCC's Volunteer Program undertakes identifying, recruiting, informing, as well as training and support for volunteers, including older volunteers.	This is supported.	Accept

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96	Implementation, Monitoring and reporting	<p>DCC establishes a Cross-Organisational Project Control Group, to be charged with responsibility for implementation. The Project Control Group to:</p> <ul style="list-style-type: none"> • be chaired by a General Manager from DCC's Executive Leadership Team and comprised of officers from across DCC with appropriate experience, information and authority to oversee the development of an Age Friendly Darebin; • consider and provide advice for Council regarding prioritisation, resourcing and implementation of Age Friendly Darebin initiatives and activities; and • conduct regular consultation and seek advice from DCC's: <ul style="list-style-type: none"> - Active and Healthy Ageing Advisory Board - Older Persons Community Group Network - Information Advisory Group - Older Person Open Space Audit Advisory Team - Older Persons' Neighbourhood House Inclusion Strategy Advisory Committee. 	<p>This is a recommendation for an internal project control (or steering) group, which will be established by the CEO to ensure whole-of-organisation implementation.</p>	Accept

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97	Implementation, Monitoring and reporting	<p>The Cross-Organisational Project Control Group reports to Council on progress towards agreed commitments to develop an Age Friendly Darebin annually as part of the monitoring achievement towards Council's 2017- 2021 Goals, particularly:</p> <ul style="list-style-type: none"> • Goal 2: improving the wellbeing of people in our community by providing opportunities for them to live their lives well; • Goal 3: ensuring our planning system facilitates high-quality and sustainable development that extracts social, environmental and economic benefits for our community; and • Goal 5: leading on equity and recognizing our diverse community as our greatest asset for solving future challenges. 	<p>It is proposed that progress reports would be provided to Council as follows:</p> <ul style="list-style-type: none"> - in February 2020 (an interim progress report including the proposed Service Improvement Plan, and matters for consideration for the 2020/21 budget) - in August 2020 (first annual progress report) - in August 2021 and every August thereafter, an annual progress report. <p>Note: during 2019/20 there will also need to be various additional Council briefings and Council reports e.g. on the gardening service.</p>	Accept
98	Implementation, Monitoring and reporting	<p>When reporting against these goals the Cross-Organisational Project Control Group should provide advice to Council on:</p> <ul style="list-style-type: none"> • progress and challenges in ensuring an Age Friendly Darebin; and • appropriate action to address emerging issues that may impact on DCC's ability to deliver its Age Friendly Darebin commitments. 	<p>This is supported.</p>	Accept